



West Coast Thermal Limited Quality Policy Statement

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Quality Policy Statement

It is the policy of West Coast Thermal to develop a culture throughout our company that is committed to understanding and meeting the stated quality requirements of our customers, whilst always striving to surpass their expectations. The company provides asbestos removal, thermal insulation, passive fire protection and associated services to a variety of clients.

It is important that all of our staff understand fully the relevant requirements placed upon our company and the context within which we operate. These requirements include legal and contractual obligations as well as those documented in our quality management systems, policies and procedures which demonstrate our compliance with ISO 9001:2015.

In order to achieve our strategic objectives, the company will develop, implement and maintain a Quality Management System, which will be monitored, audited and reviewed in order to ensure full compliance with the company's stated objectives and targets as well as our customers' needs. West Coast Thermal will strive to continuously improve the effectiveness of the quality management system.

All of our employees will be informed about the policy and the culture we are seeking to encourage and each will be briefed as to their specific responsibilities for its fulfilment. We will also ensure that everyone receives adequate training to enable them to carry out their responsibilities. Furthermore, we will encourage their active participation in the process of continuous system improvement, and actively promote skills upgrading through training. Where appropriate, the policy shall be made available to other interested parties on request.

We shall ensure that the quality goals can be delivered by the establishment and implementation of management objectives and targets, which will be monitored against the requirements of the Business, Quality Management System, legislation and our customer requirements.

This policy and the processes supporting it will be reviewed at least annually to ensure its continued relevance to current activities, and in order to improve our standards of compliance and the effectiveness of our quality management systems.

Confidence forms the basis of long-term partnerships and our aim is to develop confidence by delivering work for our customers to the correct quality standards, on time and to budget – first time.

Neil Murray
Managing Director

Barry Graham
Director

John Boughey
Director

Dated: 3rd May 2018

(Date of Next Review 3rd May 2019)
West Coast Thermal